



Addressing the Corporate + Leisure Travel Conundrum



How does your Corporate Travel Cover Apply During Leisure Extensions

Who are we?



AHI are a specialist underwriting agency, we leverage our expertise and experience to provide market leading personal accident, medical and travel insurance, to keep your customers covered at home and abroad.



PERSONAL
ACCIDENT



MEDICAL



TRAVEL

Every moment counts



As a specialist personal accident and travel underwriting agency, we're dedicated to protecting the health, family and livelihood of our customers.

Because when life doesn't go according to plan, there's no substitute for responsive support that understands and cares about the best possible outcome.



1m+
AUSTRALIANS
COVERED

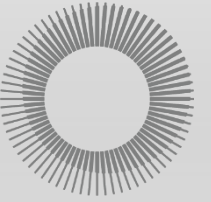


200+
COUNTRIES



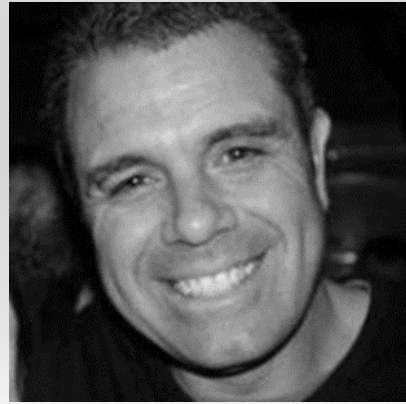
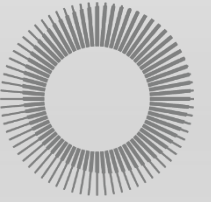
\$400m
CLAIMS PAID

AGENDA



- Understanding Bleisure travel
- Corporate Travel / Leisure Travel Scenarios
- Leisure Travel solutions for your clients
- Key takeaways
- Q&A throughout

SPEAKERS



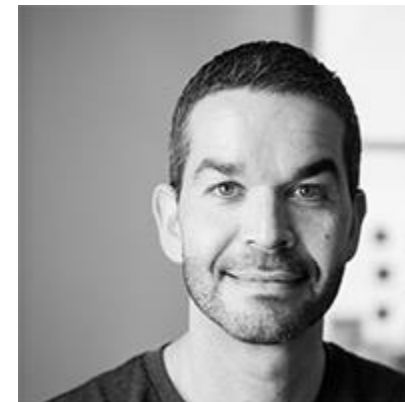
David Foote
National Development Manager
AHI



Michelle McKellar
Senior Underwriter
AHI



Herman Landero
Underwriter
AHI



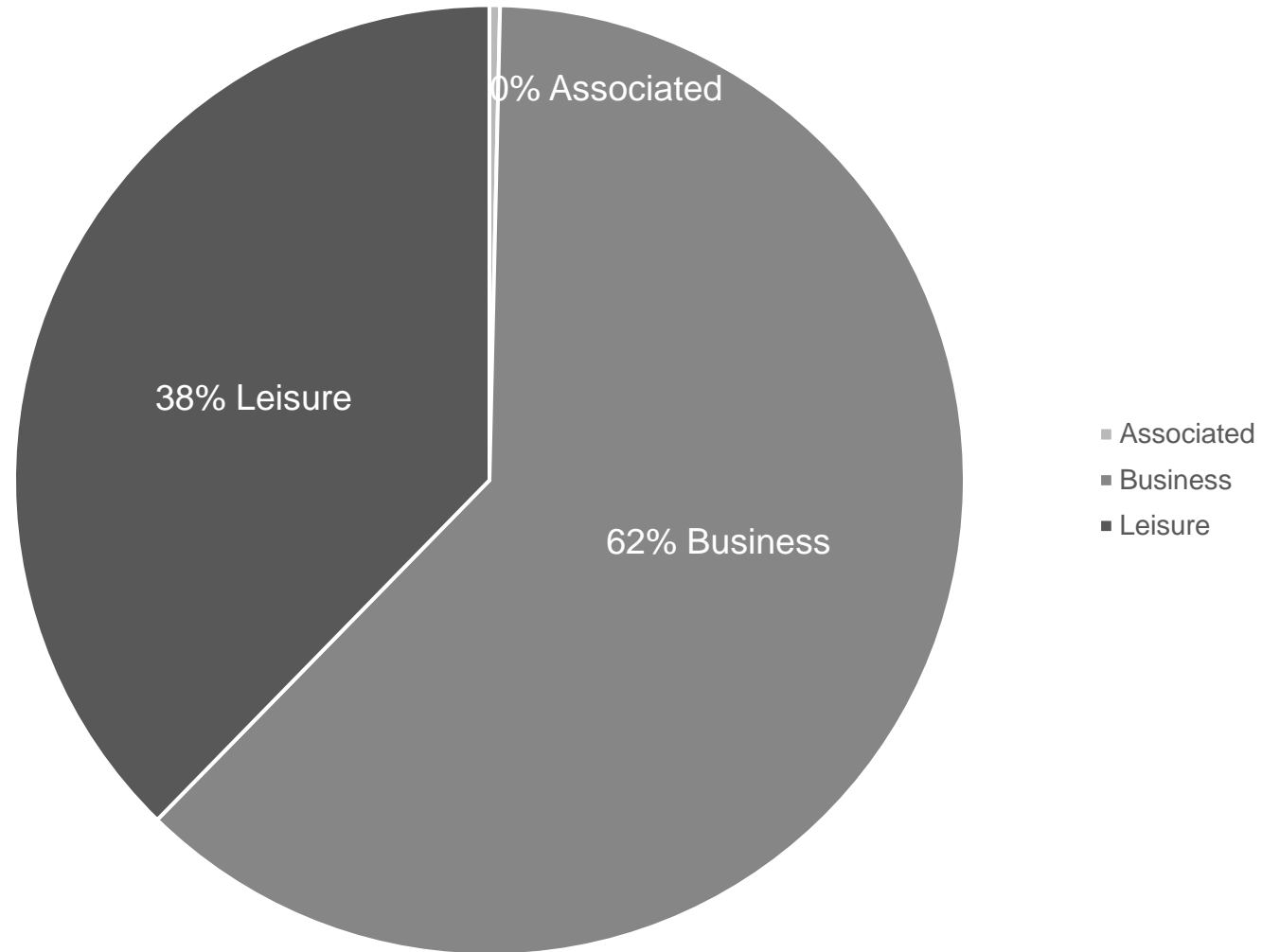
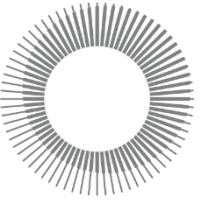
Gerard Levy Bensoussan
Digital Manager, Marketing and Brand
World2Cover, Tokio Marine

What is Bleisure Travel



- Corporate travel is designed to cover travel for business and associated trip extensions for leisure purposes
- Can be before or after the business travel
- Corporate Travel accounts for over 50% of the total annual exposure
- Directors and *accompanying* immediate Family Members covered for pure leisure travel.
- Employees and immediate Family Members covered for leisure travel when "tacked onto" a business trip
- International and Domestic *travel* (greater than 100km from place of work or your place of residence)

Corporate Travel claims cost incurred by category





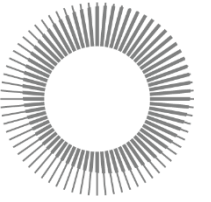
Leisure Travel Market Overview

- Highly competitive market
 - Trusted brand – will they stay in market when it counts
 - Value not price
 - COVID-19 coverage
 - Transparency and convenience key
- Awareness of risk has increased for leisure travellers
 - Expect increase in domestic and international policies
 - Increased desire to understand cover not just opt for the cheapest



How Corporate Travel Cover applies during Leisure travel

Business Travel



“**Business travel** means a Journey which is undertaken on the business of the Insured and includes associated Leisure Travel as part of that Journey.”

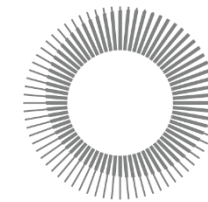
Director / C-Suite:

- On business
- Pure leisure
- Spouse + Dependent children
- Travelling together

Employee:

- On business
- Associated (incidental) leisure
- Spouse + Dependent children
- Travelling together

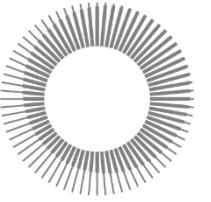
Understanding who is covered



	Business Trip	Associated* Leisure Trip	Pure Leisure Trip
DIRECTOR/C-SUITE	✓	✓	✓
Insured's accompanying spouse	✓	✓	✓
Insured's accompanying dependent children	✓	✓	✓
Insured's Spouse travelling independently	✗	✗	✗
Insured's non-dependent children travelling independently	✗	✗	✗
ALL OTHER EMPLOYEES	✓	✓	✗
Employee's accompanying spouse	✗	✓	✗
Employee's accompanying dependent children	✗	✓	✗
Insured's Spouse travelling independently	✗	✗	✗
Insured's non-dependent children travelling independently	✗	✗	✗

*Associated leisure travel means incidental travel for personal and/or leisure, taken either side of, or during, a declared and authorised business trip – please refer to PDS for full terms and conditions

Director + Family on Bleisure Travel



Director travelling to London for a conference for 3 days, extends the journey for 7 days of sightseeing.

Spouse and children (17yrs, 26yrs + Fiancée) join the Director whilst at the conference for solely leisure travel.

- Spouse and dependent 17-year-old are covered as insured persons
- Covered whilst travelling with the Insured Director
- COVID cover



DETAILS

Were the trips for family members declared



LOCATION

Is this region (trip) declared?



CAUTION

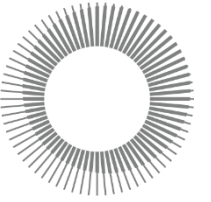
26-year-old is not a dependent - not covered



POLICY

Journey is less than 180 days

Continuation of Cover



Director, Spouse and two dependent children are on declared leisure travel to the USA.

- Spouse and one child return home without the Director and second child
- Director then returns home, and child two continues travel
- Separate coverage is required for the second child and needs to be purchased prior to commencing travel
- Coverage ceases when the Director and family are no longer travelling together for the ongoing journey



DETAILS

When does cover end?



LOCATION

Primary place of business or returning to place of residence



CAUTION

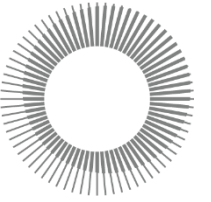
Cover in place only whilst with the primary insured.



POLICY

definition of journey

Non-declared Bleisure



Two leisure trips for 14 days were declared, however, the trip involved 20 people for 30 days.

Additional Family members were not declared, and a flight cancellation occurred.

- *Declaration requirements: Corporate Travel activity estimates (1 Insured Person travelling = 1 return trip) e.g., a director and 4 employees travelling together on the same trip = 5 trips*
- AHI Assist contacted
- AHI agree to cover in good faith
- Retrospectively provide cover / EP
- Importance of trip declarations to ensure no delays (or declines) at claim time



DETAILS

AHI Assist contacted re cancelled flights



LOCATION

Trips not declared.
Claim accepted
WOP



CAUTION

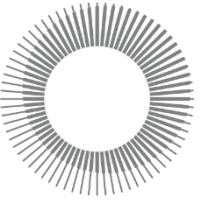
AHI Provide "as if" T&C
and EP to Broker



POLICY

Coverage placed
retrospectively / Claim Paid
/ Client continues Journey

Cruise Leisure Travel



71-year-old man, with declared pre-existing medical conditions suffered medical incident whilst at sea.

The insured man purchased his World2Cover policy online. Having declared his pre-existing medical conditions during the quote process, he was directed to undertake our online assessment for one of his conditions to ascertain cover or an additional premium to ensure coverage.

During his journey, the insured suffered a cardiac event whilst at sea. Onboard medical support assessed his condition and requested disembarkation at the nearest port.

The Cruise medical team were met by an ambulance and the patient was transferred to a nearby hospital. The local medical team cleared him for repatriation home to Australia with a medical escort.

The gentleman was covered under his policy for overseas medical expenses and trip interruption costs as a result of having declared his pre-existing conditions.



DETAILS

Older cohort, with increased likelihood of pre-existing medical conditions



CLAIM COST

\$143,666 (premium \$705.72)



CAUTION

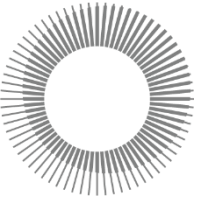
Medical support is minimal onboard



POLICY

Individual leisure policy including online pre-existing medical condition review

Skiing Leisure Travel



59-year-old woman with no pre-existing medical conditions purchased World2Cover leisure travel policy with Ski and winter sport package.

During the trip, the insured was involved in a serious ski accident resulting in a complex break in the leg and large lesion that required urgent surgery.

World2Cover assistance provided guarantee of payment so surgery could be undertaken as quickly as possible.

Once the patient was stable and cleared for travel, World2Cover arrange for repatriation by commercial airline with a medical escort for recovery back in Australia.

Despite cost containment methods, the overall claim cost was still considerable due to the cost of medical care in the USA. As with Corporate Travel Portfolios, cost containment is used in Leisure Travel Portfolios to assist in keeping premiums more stable.



DETAILS

59yr old female, no pre-existing medical conditions



DESTINATION

USA



CAUTION

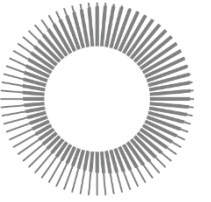
High cost of medical care in the USA



CLAIM COST

\$341,308.50
(premium \$200.87)

Reasonable Expenses / Utilising AHI Assist



Declared leisure travel trip extension to business trip results in delayed baggage. Bag contains business attire that is required for a meeting.

We will pay for, or reimburse the reasonable expenses as described in the Extent of Cover.

By contacting AHI Assist, the client was able to make decisions regarding the best course of action based on what is covered and not.

- Airline advises of delayed baggage (8 hours)
- A business meeting occurs during this time period and no suitable clothing
- "AHI Assist" advice on "Reasonableness": Advises on like for like replacement of business suit
- Certainty of coverage before taking action



DETAILS

Airline loses bags / bags delayed



CLAIM REASON

Business meeting occurs prior to baggage arrival



ADVICE

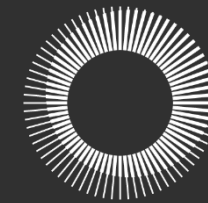
Purchase suit of similar quality



POLICY

AHI Reimburse cost of suit

POLL



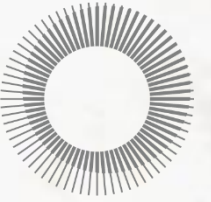


Broker Leisure Travel Solution – World2Cover

Introducing World2Cover

- World2Cover is the in-house Australian online travel insurance brand of Tokio Marine Australasia
- Multi-Award winner for International Outstanding Value by Canstar 2016-2019 and 2022, and Travel Insurance Company of the Year since 2018
- Limited COVID-19 Benefits for comprehensive domestic and International single trip
- A maximum of 2 adults per policy + unlimited number of dependants covered at no additional cost*
- New for old replacement of luggage# (no depreciation*)





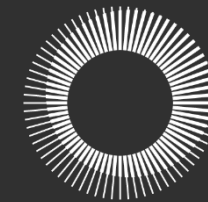
Less than 20 policies/month offering

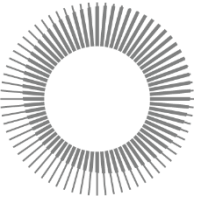
- Access 10% off leisure travel insurance via AHI's World2Cover online portal
- Share this [link](#) with your client for a quote
- Four-steps to purchase World2Cover policies
- Pre-existing medical conditions – the ability to assess some pre-existing conditions online
- Support available 7 days/week on 02 9225 7599

More than 20 policies/month offering

- Contact your AHI underwriter who will help you to ascertain whether this is the best option for you and your clients
- Work with World2Cover to establish the broker agreement
 - Flexible discount/commission offer
 - Co-branded online portal for clients
 - Quarterly commission payments
 - Go live in 14 business days

POLL

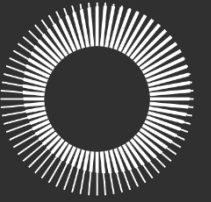




Key Takeaways

- AHI's Corporate Travel Insurance covers pre-declared leisure travel extensions to business journeys, as per scenario testing outlined
 - Brokers need to capture the information at the front end, or if anything changes throughout the year, let us know so we can ensure coverage
- AHI Corporate Travel insurance fit for purpose and designed to cover organisational risk
- World2Cover offers two solutions based on your leisure travel requirements:
 - Over 20 policies/month - co-branded online purchase portal
 - Under 20 policies/month - leverage AHI's online purchase portal
- Working with AHI and World2Cover provides Brokers with added peace of mind that you are backed by a claims philosophy that works to pay claims in a way that benefits claimants, employers and, protects your reputation

Contact us



To find out how AHI can help you protect what matters most, please get in touch.



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[ahiinsurance.com.au](https://www.ahiinsurance.com.au)